Schedule 8

Video Conferencing Services

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the "RFP")

effective _____ 2018

between

The Office of the United
Nations High Commissioner
for Refugees

and Contractor

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1 Introduction

1.1. This Schedule 8 sets forth Contractor's roles and responsibilities in providing Video-Conferencing support services to Users at all UNHCR locations.

1.2. Unless the context otherwise requires, capitalized terms used but not defined in this Schedule 8 shall have the meaning given to them in Schedule 1 (Technical Definitions) or the Agreement.

2 Video-Conferencing Services

2.1. General

Video-Conferencing Services are the functions associated with maintaining physical and logical configuration for in-scope Services components (e.g., Software, Data, Hardware) in compliance with UNHCR policies and requirements.

The following are the key high-level Service objectives UNHCR expects to achieve through outsourced Video-Conferencing Services:

- Maintain best practices for delivery of the Video-Conferencing Services and implement a service delivery program that comports with those practices;
- Provide Video-Conferencing Services with guarantees backed by Service Level Requirements (SLRs);
- Provide Video-Conferencing Services with features and functions that meet User needs and meet UNHCR business requirements; and
- Cost-effectively maintain and support UNHCR Video-Conferencing infrastructure with appropriately skilled staff to meet established Service Level Requirements.

Contractor shall be completely responsible for all in-scope day-to-day Video-Conferencing activities (Incidents and Service Requests) for remotely maintaining business-as-usual (BAU). Services are to be available 24 hours, seven days a week, and to be accessed by way of the Global Service Desk. The sub-services as more fully described in this Section 2 include:

(a) Cisco video Conferencing end points engaging in video point-to-point or multi-point conference calls;

(b) Cisco Telepresence Video Communication Server (VCS-C, VCS-E);

(c) Cisco Telepresence Management Suite (TMS) and related services, e.g. TMS-XE for integration with Exchange;

(d) Cisco Meeting Server (CMS); and

(e) documentation and device support.

2.2. Personnel

Providing trained and qualified personnel is essential to effective service delivery.

Contractor shall:

(a) Provide personnel with technical skills and competencies that allow for effective delivery of Services;

(b) For Video-Conferencing support, personnel shall have:

(i) Evidence of completion of CCNA (Collaboration) certification;

(ii) experience of video conferencing technologies and protocols (including but not limited to H.323, SIP, H.264, etc.);

(iii) experience with Cisco video conferencing end points: SX, MX, DX and Spark Room series;

(iv) experience with VCS, TMS, CMS, Cisco MCU; and

(v) experience with WebEx and CMR.

(c) understand ITIL processes of Incident, Problem, Change, Release & deployment, and Asset & configuration management;

(d) are familiar with techniques of customer interaction and high standards of customer support;

(e) are familiar with UNHCR standard endpoint devices, standard operating environments, and standard image software;

(f) understand the UNHCR service level agreement and prioritization of Incidents and Service Requests; and

(g) have been on-boarded with knowledge of the UNHCR business, mission, security awareness, and policies.

2.3. Cisco video end points servicing

Contractor shall:

(a) Provide remote setup and configuration of Cisco video and audio conferencing end points – soft moves, adds, changes, and deletions (MACDs/IMACs) for all supported sites and subsequent addition of sites thereafter;

(b) assist with instruction and coordination client use of video conferencing;

(c) troubleshoot video end-point functionality and network related issues;

(d) global monitoring of video end-point availability, performance, configuration and on-board firmware; and

(e) planning of periodic video unit upgrade activities to recommended firmware version.

2.4. Cisco Telepresence video communication Server (VCS-C, VCS-E) Configuration, and Administration

(a) Configure and manage network settings (Ethernet, LAN, DNS, IP, routes, QOS);

(b) configure and manage security settings (firewall rules, intrusion protection, user accounts, access settings, authentication);

(c) configure and manage monitoring (SNMP settings);

(d) configure and manage time settings (NTP, time display and time zones) and the login page;

(e) configuring and managing firewall Traversal (client and server) and deal with related issues;

(f) configure and manage server certificates;

(g) configure H323 and SIP settings;

(h) configure and manage registration (H323 gatekeeper/SIP registrar);

(i) configure and manage Zones and Neighbours;

(j) configure and manage SIP trunks to neighboring UC and Telephony systems;

(k) configure and manage dial plan and call processing; and

(l) configure and manage high availability (VCS clustering and peers); comprising:

(i) SSH access;

(ii) upgrading software components;

(iii) configuring logging;

(iv) managing options keys;

(v) security certificates;

(vi) advanced security;

(vii) backing up and restoring VCS data;

(viii) diagnostics tools;

(ix) incident reporting; and

(x) restarting, rebooting and shutting down.

2.5. Cisco Telepresence Management System (TMS + TMS-XE) Management and Maintenance

(a) Configuring TMS Provisioning Extension Services;

(b) Configuring TMS Extension for Microsoft Exchange;

(c) setting up and managing user credentials, user accounts and profiles, group permissions, Active Directory federation, and Exchange integration;

(d) setting up and managing the network components: Routing, TCP-IP, MCU, gatekeeper, ISDN gateway, CUCM, IP zones, ISDN zones;

(e) configuration and management of end points, booking, monitoring, phone books, adding systems to TMS; and

(f) configuration and management of monitoring, alerting, and reporting.

2.6. Cisco Meeting Server (CMS)

(a) Configure and manage the CMS elements which UNHCR requires;

(b) ensure CMS interoperability between Skype for Business and Cisco video endpoints;

(c) set up and management of federation to Active Directory;

(d) provisioning of Personal Multi-Party Plus (PMP) and Shared Multi-Party Plus (SMP) accounts;

(e) capacity planning and utilization statistics reporting;

(f) setting up branding for the users with the logo and IVR;

(g) support recording of the videoconference sessions;

(h) ensure webcast stream is properly integrated with the Content Delivery Providers (YouTube, Akamai, etc.);

(i) provisioning of virtual meeting room; and

(j) provide knowledge of CMS scripting capability for necessary bulk changes implementation.

2.7. Video-Conferencing Monitoring

Contractor shall provide Video-Conferencing Monitoring activities associated with the proactive monitoring and alerting of network performance and management information, including:

(a) Recommend Contractor's standard Video-Conferencing Monitoring Services and Incident and Problem Resolution procedures;

(b) develop Video-Conferencing Monitoring Services policies that meet UNHCR requirements and adhere to UNHCR policies, procedures, and standards;

(c) develop, document, and maintain a "Network Monitoring Services" procedures manual and submit for approval, procedures that meet UNHCR requirements and adhere to UNHCR policies;

(d) manage current or provide and manage automated tools for monitoring video calls (e.g. quality), devices, and traffic from Contractor's Network Operations Center (NOC);

(e) monitor, operate, and perform Problem determination, alert, and repair for in-scope network environments on a 24x7 basis, including for Service Outage, loss of connection, low quality and other specific performance indices by using UNHCR provided tools;

(f) monitor LAN ports and uplinks for all video conferencing systems and services; LAN ports should be monitored for peak utilization, average utilization, latency, and error levels unless otherwise agreed upon by UNHCR by using UNHCR tools. Contractor should also have the capability to turn on monitoring for individual regular desktop ports for troubleshooting;

(g) perform remote LAN analysis diagnostics and on-site troubleshooting;

(h) manage Service Requests and dispatch process as directed by UNHCR;

(i) dispatch pre-approved Contractor on-site support personnel and/or Third Parties as appropriate;

(j) manage video conferencing service performance or availability issues resulting from a fault or impairment in network devices or voice/video circuits;

(k) provide reporting (e.g., availability, utilization, latency, capacity) on video conferencing components; and

(l) collect data and reports from third parties and provide consolidated reporting (e.g., availability, utilization, latency, capacity) on out-of-scope network components (e.g., Third party WAN/ LAN network voice and video circuits and components, third party partner and service provider connections) providing connectivity to UNHCR applications.

2.8. Video-Conferencing Event Management

Video-Conferencing Event Management means those functions associated with managing network events through their life cycle, including detecting events, analyzing them, and determining the appropriate action. Video-Conferencing event management services include monitoring and logging the health and performance of the videoconferencing service components across the UNHCR enterprise.

Contractor shall:

(a) Work collaboratively with UNHCR to design and implement a comprehensive set of automated alerts and alert thresholds that span the enterprise;

(b) integrate monitoring solutions into event management tools and processes;

(c) review thresholds and provide feedback on areas of concern;

(d) create automated Incident tickets for events that exceed acceptable thresholds;

(e) collect, correlate, and analyze event data and make recommendations for service improvements; and

(f) provide read access to event monitoring and correlation reporting tools.

2.9. Video-Conferencing Reporting

Contractor shall:

(a) Provide regular performance monitoring reports (frequency to be agreed) on LAN uptime, incidents, and other performance metrics;

(b) provide input into the capacity planning exercise to ensure that the networks and videoconferencing core systems are sized at the level required for the Services to be provided; and

(c) provide video infrastructure utilization reports and trending analysis.

2.10. Documentation and Support

(a) Develop Network Operations and Administration Services policies that meet UNHCR requirements and adhere to UNHCR policies, procedures, and standards;

(b) maintain the “Video Conferencing Operations and Administration Services” procedures manual that meets UNHCR requirements and adheres to UNHCR policies, procedures, and standards;

(c) perform day-to-day Videoconference Operations and Administration Services activities for in scope equipment including any break-fix activities;

(d) manage Videoconference Assets in accordance with UNHCR policies, standards and procedures (including security oversight and Change Management policies and procedures);

(e) manage and provide proactive and reactive maintenance on Videoconference Assets;

(f) best effort support of devices which are not covered under Cisco Smartnet or are End of Support/End of Life; and

(g) non-standard set-up for which UNHCR does not provide detailed documentation will be supported on best effort basis.

(h) vendor coordination and raising TAC cases with Cisco for troubleshooting and issue resolution.

3 Service Window and Change to Systems

Contractor shall:

(a) Perform Video-Conferencing maintenance (hardware and software) at lower usage periods (e.g. nights or weekends) wherever possible and in mutual agreement with UNHCR, in order to minimize the impact on operations; and

(b) all changes to the systems (hardware and software) should be based on an approved Change (or emergency Change). Contractor is expected to follow the established UNHCR Change Advisory Board (CAB) and ITIL procedures when implementing a Change through the Change Control Procedure.

4 Implementation of Video-Conferencing Services

Contractor shall:

(a) Be actively involved in the development of new Video-Conferencing services. Such new services shall be added to the Services in accordance with the Change Control Procedure set forth in the agreed Change Control Procedure; and

(b) follow the agreed ICT Project and Governance process in the delivery of new services. Contractor shall be involved in all aspects of the service development and will provide work and cost estimates as part of the approval process.

Project work activities are listed below:

(c) full configuration of Cisco Meeting Server (CMS);

(d) project work activities will be performed during Geneva business hours. If any work needs to be done outside Geneva business hours, premium rates will apply for the duration of the work performed outside the business hours; and

(e) efforts for Project Management and Oversight of Projects will be discussed on case to case basis. If requested by UNHCR, Contractor shall provide resources according to the Project Labor Rate(s) in Schedule 10 Appendix A (Volumes and Pricing Tables).

5 Out of Scope Video-conferencing Services

The Parties agree that the following services are not within the scope of the Services defined within this Schedule 8:

(a) Management and maintenance of telephony related services and end-point devices addressed in accompanying schedules (included under Schedule 7 (Telephony Services));

(b) concierge services and meeting room support;

(c) touch labour - tasks which require physical intervention or onsite presence. In case of activities needing on site touch labour, these will be pre-arranged and scheduled with the local ICT resource in order to guarantee a successful outcome;

(d) maintenance of devices or services in non-supported sites, i.e. those which are not explicitly mentioned;

(e) support for non-Cisco devices;

(f) troubleshooting issues related to third party devices; and

(g) design and architecture of video conference setup.